

PATENT
75.0001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Andy Lee et al.

Serial No: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM
FOR CUSTOMER SERVICE AND
SUPPORT MANAGEMENT

Examiner: J.Cornielus

Art Unit: 2172

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PETITION FOR EXTENSION OF TIME

Mail Stop Non-Fee Amendment
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. § 1.136, applicant respectfully petitions the Commissioner for a one-month extension of time, extending from August 17, 2004 to September 17, 2004 the period for response to the Office Action dated May 17, 2004. The responsive papers are enclosed.

Respectfully submitted,

Dated: September 17, 2004By: Richard YoonRichard K. Yoon
Reg. No. 42,247

I hereby certify that this correspondence is being facsimile transmitted to the
United States Patent and Trademark Office Fax No. (703) 872-9306:

9/17/04Richard Yoon, 42,247

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Applicant, Assignee, or Registered Re.

Richard Yoon 9/17/04

Signature

Date